

IMMEDIATE ACTION EXPECTATION REPORTING

Immediate Action Status

Immediate Action Item	DHCS Staff Responsible	Plan	Status	Next Steps
Educational Brochure	Brian Nanoo			
<i>Final attached</i>		Western lead	Currently in translations with Western into 5 languages. Translations are proposed to be completed Wednesday June 13, 2012.	Once completed Western will distribute to plans to send in letters to members.
Informational Brochure	Abby Aban			
<i>Draft attached</i>		MDSD lead	With Western to implement into graphic software.	On HOLD until TBL with BDE is decided upon.
Beneficiary Letter Ages 0-5	Lenatte Blouin			
		Access lead	Access translated into threshold languages and sent to all plans.	Once Educational Brochure is completed, Beneficiary Letter and Educational Brochure will be sent out together to beneficiaries. Depending on translations timeframe, the goal is for the letters to be sent by end of June. All identified beneficiary letters will be posted online by June 20, 2012.
Beneficiary Letter Ages 6-21	Lenatte Blouin			
		Access	Already sent prior to Immediate Action letter from Toby	N/A
		Health Net	Approved. All translations complete.	see Beneficiary Letter Ages 0-5 "next steps"
		LIBERTY	Approved. All translations complete.	
		Western	Approved. All translations complete.	
Phone Call Campaign	Lenatte Blouin			
<i>Phone Call Campaign Table attached.</i>		Access	Completed	Appointment follow-up reporting due July 5, 2012
		Health Net	Completed	
		LIBERTY	Completed LIBERTY. LIBERTY to redo CDS calls.	
		Western	Completed prior to Immediate Action letter from Toby; some data not tracked	
Provider Utilization	Raheem Alli			
<i>Provider Utilization Table attached</i>		Access	January, February and March data submitted	April data due June 20, 2012.
		Health Net		
		LIBERTY		
		Western		
Provider Education Seminars	Abby Aban			
<i>Provider Education Seminars Table attached</i>		Access	Last monthly status report due June 2012	Updated data due July 2012.
		Health Net		
		LIBERTY		
		Western		
FQHC	Abby Aban			
<i>FQHC Table attached</i>		Access	Last monthly status report due June 2012	Updated data due July 2012.
		Health Net		
		LIBERTY		
		Western		
Provider & Specialist Enrollment	Abby Aban			
<i>Provider & Specialist Enrollment Table attached</i>		Access	Last monthly status report due June 2012	Updated data due July 2012.
		Health Net		
		LIBERTY		
		Western		
Timely Access	Dave Culver			
<i>Timely Access Table attached for Q1 2012</i>		Access	2011 data, 1st quarter of 2012 and May 2012 data submitted	Updated data due July 2012.
		Health Net		
		LIBERTY		
		Western		
Specialist Referral	Dave Culver			
		LIBERTY lead	All plans reviewed and submitted feedback. Edits were made and plans are reviewing the revised draft of the form	Plans will meet once all feedback has been received and will add a field for member's phone number,
Issue Resolution/Grievance Reporting	Brian Nanoo			
<i>Grievance Reporting Table attached</i>		Access	Q1 reporting due May 31, 2012.	Q2 reporting due July 2012.
		Health Net		
		LIBERTY		
		Western		

Updated 6/11/12

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GMC Monthly Outbound Call Campaign

<u>GMC PLAN</u>	<u># of Calls Made</u>	<u>Wrong # and/or Phone # Out of Service</u>	<u>*** No Phone # Listed</u>	<u>Appt Scheduled</u>	<u>Left Msg</u>	<u>Member Declined</u>	<u>Member Hung Up</u>	<u>No Answer</u>	<u># of Appt. kept from Scheduled</u>	<u># of Appts. Missed from Scheduled</u>
ACCESS	15,496	2,481 16.01%	Did not track.	1,026 6.62%	3,987 25.73%	723 4.67%	2,883 18.60%	605 3.90%	321	119
*LIBERTY	11,444	1,570 13.72%	Did not track.	1,007 8.80%	5,427 47.42%	1,185 10.35%	2,255 19.70%		n/a	n/a
*HEALTH NET	14,833	2,203 14.85%	Did not track.	1,568 10.57%	6,929 46.71%	1,265 8.53%	2,687 18.12%		n/a	n/a
**WESTERN	6,090	Did not track.		136 2.23%	1,810 29.72%	Did not track.			n/a	n/a

LEGEND:

All calls made were to beneficiaries who had not had an appointment within the last 12 months.

* LIBERTY and Health Net Dental have completed all ages in their campaign. Member Declined and Member Hung Up were not tracked separately.

**Western completed all calls prior to the Immediate Action Request reporting and did not track some of the required information.

*** "No Phone # Listed" was added after plans had already began their call campaigns. This will be tracked on a go forward basis, sections are marked with "did not track" due to calls being made prior to additional direction from DHCS.

If a section is marked n/a it means the plans either were not responsible to submit this information at all or at this time.

Community Dental has been removed from tracking as they are no longer a GMC plan. These members will be called by LIBERTY regardless if they were called by CDS.

Updated 6/6/12

AA updated 6/11/12

IMMEDIATE ACTION EXPECTATION REPORTING

GMC Monthly Plan Unduplicated Utilization Reporting

GMC Plan	January			February			March		
	# Eligible	Encounters	Utilization%	# Eligible	Encounters	Utilization%	# Eligible	Encounters	Utilization%
Access	33,446	2,367	7.1%	30,983	1,797	5.8%	28,915	1,781	6.2%
Community	8,095	321	4.0%	7,853	244	3.1%	7,639	254	3.3%
Health Net	17,982	856	4.8%	18,325	698	3.8%	18,303	803	4.4%
LIBERTY	18,852	941	5.0%	17,987	886	4.9%	16,799	875	5.2%
Western	57,561	4,000	6.9%	57,443	3,518	6.1%	56,701	3,871	6.8%
Monthly Total	135,936	8,485	6.2%	132,591	7,143	5.4%	128,357	7,584	5.9%

* April data is due to DHCS June 20, 2012.

All data is for children ages 0 to under 21.

Eligible - based on the eligible members (ages 0 to 21) beginning in January 2012. For each subsequent month in the measurement period, the "# Eligible" is adjusted to subtract the members that have been treated in prior month(s) and to add newly enrolled members.

Encounters - is the count of unduplicated members treated. This is unduplicated members YTD. The members that have been seen in previous month(s) are not included in the count.

Utilization % - Encounters/# Eligible within each measurement month.

Updated with May 20, 2012 plan data submissions.

AA updated 6/11/12

GMC Monthly Plan Provider Education Reporting Update

	Provider Education Conducted
Access	Completed on-site visit with all GMC providers in April and May; Completed recording of webinar for Ortho HLD Scoring that is available for 1 year beginning May 7, 2012 that providers can use and receive one hour of Continuing Education (CE) credit.
Health Net	23 providers educated for the month of April; 0 providers educated in May
LIBERTY	30 providers educated for the month of April; 0 providers educated in May
Western	Conducted a provider seminar on June 4, 2012 where 17 GMC providers attended

* June data is due to DHCS July 5, 2012.

Updated with June 5, 2012 plan data submissions.

AA Updated 6/5/12

IMMEDIATE ACTION EXPECTATION REPORTING

GMC Monthly Plan FQHC/RHC Reporting Update

FQHC	Access	Health Net	Liberty	Western
The Effort-Oak Park	Contracted	Contracted	Contracted	Not contracted
The Effort-North Highlands	Pending	Contracted	Contracted	Contracted
Sacramento Community Clinic	Contracted	Contracted	Contracted	Reached out
Native American Health Clinic	Reached out, onsite visit scheduled 6/6/12	Not contract	Not contracted	Reached out, does not contract with HMO's

Health & Life Organization and The Effort-Marysville does not provide dental services (Access reached out)

AA updated as of 6/11/12

GMC Monthly Plan Increases in Provider/Specialist Network Reporting Update

GMC	Access	Health Net	LIBERTY	Western
General Providers				
January	n/a	3	2	n/a
February	n/a	0	0	n/a
March	n/a	0	0	n/a
April	2	3	3	1
May	3	6	4	3
TOTAL	5	6	5	4
Specialist				
January	n/a	0	1	n/a
February	n/a	12	12	n/a
March	n/a	3	1	n/a
April	1	5	5	0
May	3	0	0	0
TOTAL	4	20	19	0

* June data is due to DHCS July 5, 2012.

Updated with June 5, 2012 plan data submissions.

AA updated as of 6/11/12

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Quarter 1 2012 Timely Access Report

GMC Plans		Access ¹	Health Net ²	LIBERTY ²	Western
2012 Q1 Avg. Enrollee Count Adult/ Child		51,778	31,406	27,574	90,924
Average (days) to schedule	Initial Appointment	15	14	12	7
	Routine Appointment	15	14	12	7
	Preventive	17	14	12	7
	Emergency Visit	1	1	1	1
# of No Show Appointments		200	n/a	n/a	6511
# of Rescheduled Appointments		32	n/a	n/a	n/a
Are Interpreter Services Available		YES	YES	YES	YES
Answering Services Available		YES	YES	YES	YES
Avg. Ratio of Members to Primary Care Dentist		1:1095	1:641	1:245	1:1585
Avg. Number of members who are assigned to a Primary Care Dentist who is more than 30 minutes or more than 10 miles from their residence.		564	337	153	817
Routine Authorizations	Approved within 5 business days	47	610	479	164
	Approved within 10 business days	47	617	483	167
	Approved outside of 10 business days	0	2	35	2
Claims	% Paid within 90 days	100%	100%	100%	100%
	% Paid outside of 90 days	0%	0%	0%	0%
Specialist Referrals for the Quarter	Received	126	219	175	471
	Denied	35	32	34	33
	Approved	91	187	141	435
	Completed ³	52	88	103	471
	Expired ⁴	35	42	0	n/a

Legend

¹Access reported information by office and in ranges of weeks for appointment questions. Took mean of the weeks that was reported. Figures are averages of reporting offices.

²Health Net and Liberty started reporting Specialist Referrals in the month of March.

³Completed referrals are not matched to referrals reported for the given quarter, they could be from previous quarters.

⁴Expired referrals are specialty referrals that have expired within the quarter.

n/a means the plan did not capture this information during the quarter.

AA updated 6/11/12